

ABSTRACT

Grace Eke Deity Rumengan (01670210005)

THE INFLUENCE OF SERVANT LEADERSHIP AND EMOTIONAL INTELLIGENCE ON JOB SATISFACTION WITH MEDIATION OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN EBEN HAEZAR CHRISTIAN ELEMENTARY SCHOOL MANADO
(xvi + 110 pages: 13 images; 31 tables; 27 appendices)

One of the factors in determining the success of an organization is job satisfaction because job satisfaction makes employees more productive. This research aimed to examine several influences in organizations that can have an impact on increasing job satisfaction, namely servant leadership applied by leaders, emotional intelligence, and organizational citizenship behavior. This research used a quantitative approach with a total of 62 respondents. Data collection was carried out by distributing questionnaires to a number of respondents. Then the data was processed using path coefficients in order to find out the relationship between variables using the smartPLS program. Based on the research results, the conclusions obtained are, 1) There is a positive influence between servant leadership and organizational citizenship behavior. 2) There is a positive influence between emotional intelligence and organizational citizenship behavior. 3) There is a positive influence between Organizational Citizenship Behavior and Job Satisfaction. 4) There is a positive influence between servant leadership and job satisfaction. 5) There is no positive influence between emotional intelligence and job satisfaction. 6) There is a positive influence between servant leadership and job satisfaction which is mediated by organizational citizenship behavior. 7) There is a positive influence between emotional intelligence and job satisfaction which is mediated by organizational citizenship.

Keywords: Job satisfaction, servant leadership, emotional intelligence, organizational citizenship behavior.

References: 58 (2013-2023)

ABSTRAK

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PENGARUH *SERVANT LEADERSHIP* DAN *EMOTIONAL INTELLIGENCE* TERHADAP *JOB SATISFACTION* DENGAN MEDIASI *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DI SD KR. EBEN HAEZAR MANADO
(xvi + 110 halaman: 13 gambar; 31 tabel; 29 lampiran)

Salah satu faktor dalam menentukan keberhasilan suatu organisasi adalah kepuasan kerja (*job satisfaction*) karena rasa puas akan pekerjaannya membuat karyawan tersebut lebih produktif. Penelitian ini bertujuan untuk menguji pengaruh beberapa factor di dalam organisasi yang dapat berdampak pada peningkatan kepuasan kerja (*job satisfaction*), yaitu *servant leadership* yang diterapkan oleh pimpinan, *emotional intelligence*, serta *organizational citizenship behavior*. Penelitian ini menggunakan pendekatan kuantitatif dengan jumlah responden 62 orang. Pengumpulan data dilakukan dengan cara menyebarkan kuesioner kepada sejumlah responden tersebut. Kemudian data diolah menggunakan koefien jalur agar dapat mengetahui hubungan antar variabel dengan menggunakan program smartPLS. Berdasarkan hasil penelitian, maka, kesimpulan yang diperoleh adalah, 1) Terdapat pengaruh positif antara *servant leadership* dengan *organizational citizenship behavior*, 2) Terdapat pengaruh positif antara *emotional intelligence* dengan *organizational citizenship behavior*, 3) Terdapat pengaruh positif antara *organizational citizenship behavior* dengan *job satisfaction*, 4) Terdapat pengaruh positif antara *servant leadership* dengan *job satisfaction*, 5) Tidak terdapat pengaruh positif antara *emotional intelligence* dengan *job satisfaction*, 6) Terdapat pengaruh positif antara *servant leadership* dengan *job satisfaction* yang dimediasi oleh *organizational citizenship behavior*, 7) Terdapat pengaruh positif antara *emotional intelligence* dengan *job satisfaction* yang dimediasi oleh *organizational citizenship*.

Kata Kunci: *Job satisfaction*, *servant leadership*, *emotional intelligence*, *organizational citizenship behavior*.

Referensi: 58 (2013-2023)